

JOB DESCRIPTION: Administrative Receptionist

Job Title: Administrative Secretary

Employment Status: Full Time, Non Exempt

Report To: General Manager (please file electronically to generalmanager@fcvm.com)

Job Summary: Seeking a self-motivated and seasoned candidate with strong support skills, and no less than 2-3 years of hospitality experience. This person must have skills to support a professional business atmosphere, front of house customer service, and clerical administrative experience. Must have good communication and people skills, with the ability to multi task and handle multiple projects. Also having full knowledge of event booking software systems would be a plus. Must be flexible in shifts.

Duties and Responsibilities:

- Answer all incoming calls and transfer them to the appropriate department or person as requested
- Greet and direct all visitors
- Distribute all incoming mail appropriately
- Provide administrative support to General Manager and Trustees of the Veterans Memorial Board
- Assist General Manager with compiling operational/financial reports for County and/or Board of Trustees
- Assist Sales Team by directing appropriate sales leads
- Responsible for maintaining Sales Contracts and Files.
- Maintain Accounts Receivable and assist in preparing monthly reports.
- Responsible for taking maintaining and filing Board Minutes
- Responsible for developing Monthly Addendums for Board Meetings
- Responsible for compiling and distributing Board Meeting Packets
- Provide typing support, computer data entry and filing to staff as needed.
- Cross training in other related positions are required on an ongoing basis.
- Other duties as assigned

Requirements:

- Veteran of the Armed Forces of the United States Preferred
- Four Year College Degree or minimal Associate Degree
- Two years hospitality experience in a fast paced setting preferred
- Must have a pleasant telephone voice and be able to handle a high volume of calls
- Ability to work independently and under stressful conditions and possess quality time management skills
- Must have computer skills and knowledge of software applications, preferably Windows XP, Microsoft Office
- Strong telephone and face-to-face communication skills with all types of individuals, including those with emotional and physical handicaps.
- Ability to prepare well written reports and compile accurate statistical data
- Must be able to maintain effective working relationships with venue associates and the general public
- Tactfully handle clients and all parties making contact with the office.
- Ability to comfortably communicate with all levels of Government and professional personnel.

- Neat, professional appearance to properly greet the public and represent the Franklin County Veterans Memorial.